

Family, Friend & Neighbor Child Caregiver Support Project

TABLE 1:
Reaching out to FFN caregivers as part of state or community-wide efforts to boost the quality of all forms of child care

| Program | R.E.A.D.Y (Michigan) Jan Ellis ellisian@michigan.gov | Child Care Expulsion Prevention Program (Michigan) Kathryn Pioszak pioszakk@michigan.gov | Better Kid Care Satellite Training (Michigan) Sheila Urban Smith (517-432-7612) | BANANAS, Inc Oakland, CA www.bananasinc.org 510-658-7353 | Circles of Caring Child Care Resource Center Los Angeles, CA www.ccrcla.org 818-756-3360 |
|-----------------------------------|--|--|---|--|--|
| Purpose | Educate parents and providers about how to cultivate early learning | Provide support to caregivers with children at risk of being expelled from their child care setting | Provide accessible continuing education for parents and providers | To support all caregivers, including license-exempt providers | Increase knowledge of child care resources in the community; increase the knowledge of child care resources, support services and training available for target audience |
| Target population | Universal-parents and caregivers | All caregivers | Universal--Parents and providers | All providers, with some efforts targeted at FFN providers | Spanish-speaking subsidized and non-subsidized license-exempt caregivers and newly licensed providers, including those in section 8 housing |
| Outreach | Massive public education campaign, with intentional focus on parents, Head Start, etc. | Word of mouth and referral | Marketing conducted by MSU Extension Service | Agency newsletter, word of mouth | Community partners, Spanish-speaking home visitors |
| Program Content | Early learning Ready kits | Mental health and public health consultants go to child care settings and offer help and support to providers | Continuing education available by satellite 6 times/yr. Materials developed by Penn State Extension Service. Topics change every year | Trainings, warmline, video lending library, newsletter, handouts available to all providers; quarterly support group, mediation between parents and license-exempt providers, handouts specifically for in-home caregivers | Home visits; trainings and workshops, including health and safety, business practices and child development; and attendance at CCRC's annual child care conference |
| Funders/Community Partners | State of Michigan, corporate funders | MI Department of Community Health (interagency agreement) | Child Care Development Fund monies | California Child Care Resource and Referral Network | Pacoima Urban Village |
| Evaluation | None conducted; Over 600,000 kits distributed | Pilot program, awareness and demand for service is strong, so pilot sites have been added | Basic questionnaire about use of satellite, enjoyment of session | Evaluate workshops, get anecdotal information | Customer satisfaction survey |

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TABLE 2:
Using family support models to engage FFN caregivers and pay attention to cultural issues

| Program | Kith and Kin Child Care Project Association for Supportive Child Care (Arizona) | Washington Twilight Support (Washington State) Theresa Lenear lenear@childcare.org |
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| Purpose | To support the quality of FFN caregiving | Support needs of culturally specific groups of FFN providers |
| Target population | FFN providers | FFN providers in Latino, Asian-Pacific Islander, Gay-Lesbian communities |
| Outreach | Via community organizations, through Head Start and other projects | Via families and community organizations |
| Program Content | Weekly support groups for FFN providers where participants and group facilitators jointly choose topics as well as required topics. Support groups included sharing time, topic discussion, and a hands-on exercise or make-and-take activity. CPR and first aid classes offered. | Support groups for Latino, Vietnamese/Cambodian, and Twilight FFN providers that grew out of action research conducted to meet child care needs of different cultural groups; also provide some materials, basic training and connections with community resources. |
| Funders/ Community Partners | Association for Supportive Child Care, community organizations | Project Lift-Off, R & Rs, community-based organizations; state quality enhancement funds and private funding |
| Evaluation | Qualitative evaluation of fall, 2000 program was positive. Participants reported learning more than expected, appreciated discussion rather than lecture, felt appreciated and supported. Facilitators appreciated the challenges of working with FFN providers, felt an in-home component would be useful. Organizations built stronger ties in the community | |

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TABLE 3:
Bringing resources to FFN homes

| Program | Wonder Years (Michigan) Kathryn Pioszak pioszakk@michigan.gov | Quality Care Packet Initiative (Connecticut) Amparo Stella Garcia | License-Exempt Quality Enhancement Project (Day Care Action Council of Illinois) Juan Villalobos 773-769-8172 | Circles of Caring Pathways (Los Angeles, CA) www.cfsla.org 213-427-2700 | License Exempt Assistance Program (LEAP) and Circles of Caring Crystal Stairs, Inc (Los Angeles, CA) www.crystalstairs.org 323-421-1400 |
|-----------------------------------|--|--|--|--|---|
| Purpose | Provide educational materials to FFN caregivers and families | To provide technical assistance to improve the quality of care | Offer license-exempt providers access to resources and support, increase their capacity to provide quality child care to low income children in Chicago | Promote and enhance quality in license-exempt care; increase the knowledge of child care resources, support services and training available for target audience; and support licensed exempt providers in utilizing resources and training that meet their needs | Provide outreach and support to license-exempt caregivers; enhance the quality of license-exempt care; gain more knowledge about the quality of care and share it with the community; strengthen parent-provider relationships; assist with licensing if so desired |
| Target population | All families receiving subsidies and their FFN caregiver | FFN providers | 350 license-exempt providers receiving subsidies in Chicago, IL | Subsidized and non-subsidized license-exempt providers in targeted zip codes | Subsidized and non-subsidized license-exempt providers and those interested in obtaining their license even if they do not currently care for children |
| Outreach | Via subsidy list | Community-based agencies distributed the packet to 3000 FFN providers | Via community partner organizations and DCACI | Collaboration with community partners; festive party in local community; provide child care | Personalized invitation letters; flyers and information passed out at the Crystal Stairs Customer Service Center; word-of-mouth |
| Program Content | Bimonthly publication specifically for FFN providers and families with information about child development, etc. | Kits contained safety and first aid supplies, literacy materials, and information about becoming a licensed family day care provider. Providers also received a home visit and completed a satisfaction survey. | Outreach liaisons conduct home visits, provide information and materials on topics including developmentally appropriate care, literacy, health and safety, local community resources, child care licensing. Outreach liaisons follow up to see if additional support or information is desired. | Training workshops, home visitation, phone consultation | Demographic survey and home visit mandatory; attendance at training workshops, licensing orientation voluntary |
| Funders/Community Partners | State funds | Community-based organizations in 10 targeted towns; state quality enhancement dollars | Day Care Action Council of Illinois; United Way/Success by 6, Illinois Department of Human Services | Hathaway Family Resource Center, Child Care Providers and Education Association, Aragon Elementary School | Los Angeles County Office of Education, Watts labor Community Action Committee, Kedren Community Health Center/Head Start Community Build |
| Evaluation | Postcard surveys reported as positive; approximately 88,000 sent out bimonthly | Of the FFN providers who received the packets, 10% had interest in becoming licensed, 5% registered in First Aid or Child Develt Associate certificate classes, 10% began taking ESL and GED classes, 25% participated in activities organized by community and local councils | Basic demographic data collected (e.g., about provider, usage of professional development opportunities learned during the home visits, longevity of caregivers). Currently deciding next steps in evaluation. | Surveys at mid-point and end of program; pre-and-post tool for home visitation on quality, safety; feedback on workshops | Demographic survey; pre and post-quantitative assessments measuring quality of care in home; observations during home visits; final evaluation surveys at end of workshop series |

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TABLE 4:
Using a center-based part-day program (e.g., Head Start) as the hub of efforts to reach out to FFN caregivers

| Program | In-Home Caregivers Program, (Cambridge, MA) Marta Rosa, rosam@ccrcinc.org | Care Quilt: Head Start-Kith and Kin Partnership Model (Maine) Patti Wooley pattiw@kvcap.org |
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| Purpose | Connect FFN caregivers and Head Start | Improve the quality of FFN care for Head Start children by bringing Head Start support services to FFN caregivers |
| Target population | Families and caregivers with children eligible for Head Start | Families already participating in Head Start who also use FFN care |
| Outreach | Families eligible for Head Start who were already participating in subsidy program | Work with local organization, ASPIRE, to identify families |
| Program Content | Used Head Start Performance Standards to develop home-based guidelines; offered Head Start support services in-home (e.g, health, activities, field trips with other caregivers) | Full-day, year-round HS services for 16 children already in part-day, part-year programming. Care Quilt Coordinator conducts home visits, training and provides information and support to parents, FFN providers and communities |
| Funders/ Community Partners | Head Start; R &Rs, Housing Authority | Head Start, Maine Office of Child Care, and Maine Head Start Director's Association, Kennebec Valley Community Action Agency |
| Evaluation | Program served 17 families; Changes in rent-control regulations in Cambridge resulted in poor families leaving the city and recruiting families was difficult. Now using a family support model and collaborating with public housing authority. | |

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TABLE 5:
Encouraging and assisting FFN caregivers to become regulated or certified

| Program | Charts-A-Course Training Program in Child Development (Connecticut) Amparo Stella Garcia 860-424-5346 | Better Kid Care Program (Michigan) Lisa McGlone 517-432-7652 | Day Care Certification Pirkko Zweifel Pirkko.zweifel@dwd.state.wi.us Wisconsin Child Care Resource and Referral Network, Inc. Mary Sue Voight Msvoights.ccr@tds.net | Kids and Kin Voices for Alabama's Children Lydia Pickett |
|-----------------------------------|--|---|---|--|
| Purpose | Include FFN providers in a professional development system | Encouraging individuals interested in providing child care to become licensed | Increase number of family child care providers who are certified or licensed; build pool of regulated providers | Address the needs of relative child care providers, raise their awareness of the importance of their role, enhance the quality of child care provided |
| Target population | Providers interested in professional development (obtaining CDA or AA degree) | Family, friends and neighbors | All unlicensed, unregulated caregivers (relative and non-relative) receiving subsidy or participating in the child care food program | Relative providers |
| Outreach | Announcements and quarterly publication mailed to licensed subsidized and unsubsidized providers, all unlicensed subsidized providers; R & Rs, Child Care Info Line | Community assessment | Newspaper, radio ads, respond to classified ads (cold calls) asking if they want information, offer free info session every month | Field workers |
| Program Content | Community college-based professional development system consisting of 4 modules leading to AA or CDA; Module I specifically adapted for FFN providers and is currently being piloted | Pilot program in few areas of MI to provide mentoring, education and support and encourage licensure (36 hours training), and continue to provide support post-licensure. New training (18 hours) for relative providers being developed, with goal to share information, no emphasis on licensure. | Promote 2 levels of certification-provisional and fully certified. Provisional providers must attend an orientation meeting, have TB test, fill out application, submit 2 letters of reference, have home visit with health & safety checklist, go through criminal records and child abuse checks. Fully certified take additional 20 hours of training and complete 5 hours of training every year. Enhanced reimbursement rates for fully certified providers, as well as licensed and accredited providers. | Provide training, educational support, networking opportunities. Program was successful and evolved to the 2-level certification options. All activities free of charge. |
| Funders/Community Partners | State | MSU Extension Program via state contract; CCDF monies | R & Rs, county/state | Local R & Rs, community-based organizations |
| Evaluation | In 2002, relative caregivers comprised 11% of Training Program participants. Pilot for module specifically adapted for FFN providers being conducted in 2 sites; completion scheduled for January/February 2004. | Training for relative providers set to launch early in 2004 in 3 pilot sites. | Appleton site noticed a 50% increase in county certifications when they obtained a county contract to do them on-site; UW-Madison has a child care research partnership | |